

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State/Territory: Illinois

ELIGIBILITY CONDITIONS AND REQUIREMENTS

Programs to Measure and Reduce Inconsistency

The State has in effect the following procedures to measure and reduce inconsistency in the application of survey results among surveyors.

1. All survey team members will be qualified by passing the Surveyor Minimum Qualifications Test. Surveyors who have not passed the applicable modules of the test will not be allowed to survey nursing facilities unaccompanied by a qualified surveyor.
2. All cited deficiencies and supporting documentation submitted by survey teams will be reviewed by two state regional supervisors in each of eight state regions prior to forwarding of each survey package to the state central office. The regional supervisors will review each package for inclusion of appropriate forms and other documents and will ensure that each deficiency has sufficient scope and severity and is focused on resident outcomes. The supervisor shall ensure that supporting documentation is written and provided according to established state policies, the federal Principles of Documentation and the other survey procedures as required in the federal State Operations Manual (SOM).
3. State central office review staff will conduct an indepth review of each statement of deficiencies and the survey package to determine adherence to established state policies and procedures and the SOM.
4. Following review of survey packages by central office staff, identified issues of nonconformance with state and federal policies and procedures are referred to program managers of the central office field operations staff for remedial action. The program managers provide standardized direction to all field surveyors and supervisors concerning identified issues and problems relating to the survey process.
5. Based upon the state central office review of survey packages and upon the results of federal monitoring surveys, program managers provide on-going remedial inservice training for survey staff who fail to follow established survey policies and procedures. Training may be on a one-to-one basis with an individual surveyor, with the survey team, or training may be provided to the entire regional staff.

TN No. 94-7

Supersedes
TN No. _____

Approval Date

4-19-94

Effective Date

1-1-94

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6. State standardization is provided through written directives and electronic mail to surveyors and supervisors of each of the eight Illinois regional offices. Additionally, quarterly meetings are scheduled with the regional supervisors for training purposes.

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Supersedes
TN No. _____

Approval Date 4-19-94

Effective Date 1-1-94